Net-Centric Communities of Practice

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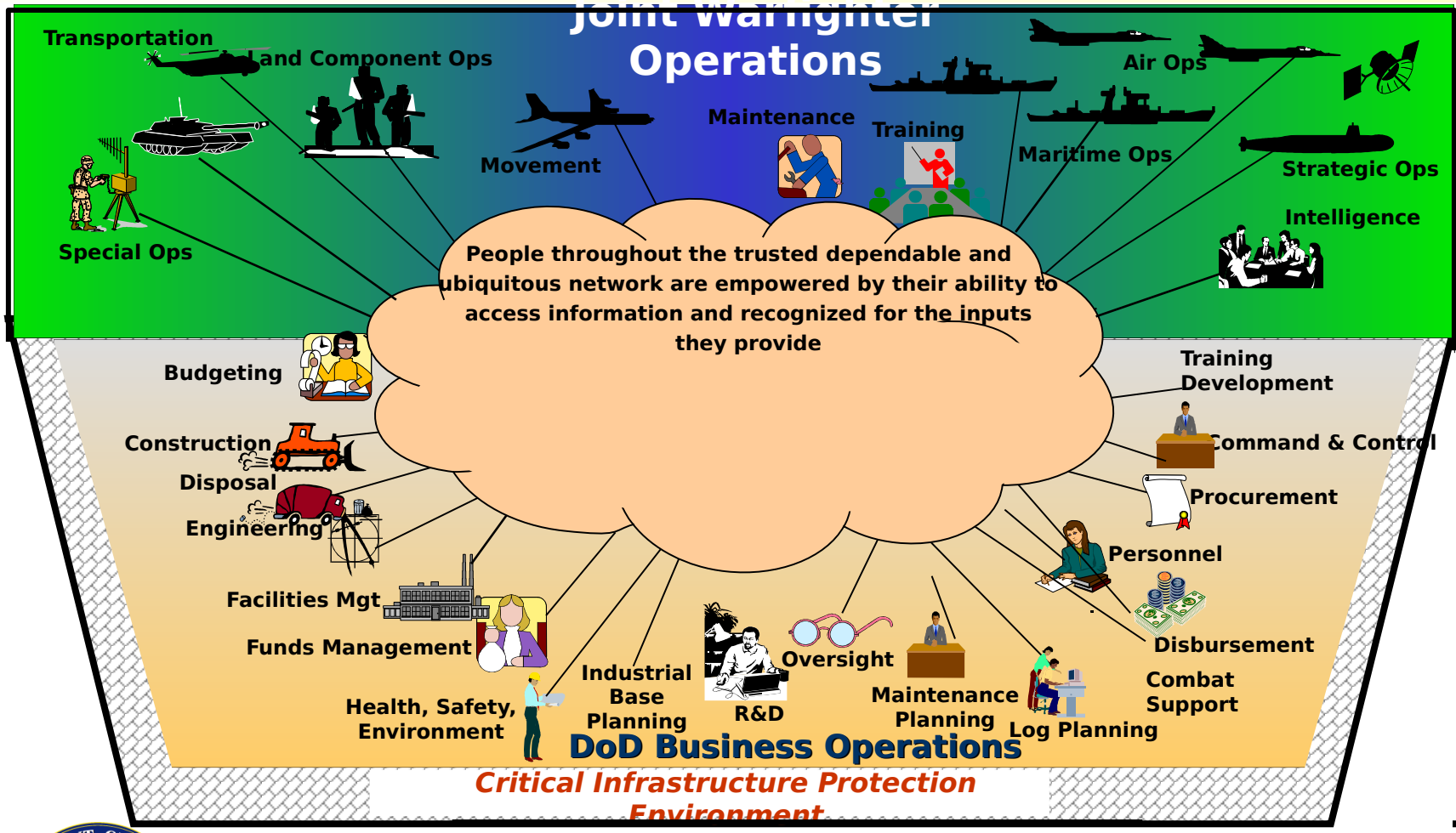
How KM and Net-Centricity Converge:

"…key concept is the fact that our force is knowledgeable. Empowered by knowledge, derived from a shared awareness of the batttlespace and a shared understanding of commanders' intent, our forces will be able to self-synchronize, operate with a small footprint and be more effective when operating autonomously. A knowledgeable force depends upon a steady diet of timely, accurate information, and the processing power, tools and expertise necessary to put battlespace information into context and turn it into battlespace knowledge" p. 91 of Network Centric Warfare, Alberts, Gartska and Stein

The DoD Enterprise Transformed

"We need to move from a set of monopoly suppliers of information to an information marketplace." John Stenbit, Power to the Edge, 2003



Implement the Global Information Grid (GIG)

Virtual Collaboration Has Arrived!

DOD chat use exploded in Iraq A Navy commander who recently returned from the Middle East said … that chat and secure telephones were the primary communications circuits Navy ships used at sea during the war. And, in a discovery that will astonish no one whose ever seen a transcript of #hottub on irc, they came to this conclusion. However, chat quickly became overused in some situations, including one chat room at the Combined Air Operations Center that had 900 people participating at once, said Navy Cmdr. Tim Sorber [...] Such a large number of people in a chat room "is a nightmare," Sorber said. And, of course, exclusivity intrudes: [...] some users were communicating privately with one another, or "whispering," during chats so that they didn't clog the main conversation. This became problematic because the whisperers were brokering important deals that cut other decision-makers out of the loop. This caused the commander to quickly outlaw the practice, Sorber said. **Given that chat has now clearly become a core tool, it will be interesting to see what regulations governing its use emerge in the post-war climate**. <http://www.fcw.com/fcw/articles/2003/0623/web-panel-06-23-03.asp>.

Collaboration is Foundational for DoD Transformation

"…the shift in orientation becomes one of sharing and leveraging one another for mutual success.

"http://www.entovation.com/gkp/collaborate.htm

Why Collaboration and Virtual Communities?

"**Customer contact**. Employees at all levels are in direct contact with customers. What they are learning about their needs seldom travels beyond the individual if there is no structured process to capture and understand it.
[or share it]
As employees become more empowered, they create new solutions to local problems, but have no effective means to alert others to the breakthroughs or transfer them.

Internal and external benchmarking has awakened firms to the power of finding and adopting best practices.

Globalization. Employees are scattered around the world, which means the engine of knowledge is working around the clock, but geographical, biological, and language barriers prevent real-time access to each other.

Customers are demanding that the knowledge of the entire firm be brought to bear on their problems. They want the benefit of solutions developed for other customers, in other places.
[*Also "self synchronization" of netcentricity – "Army of One"]*

The need for increased speed of response and reduced cycle-time. Firms no longer have the time to reinvent all solutions. … There seems to be more emphasis on projects that focus on getting people communicating and sharing their knowledge across the enterprise.

Social life of knowledge. As Brown & Duguid suggest, ideas evolve as people talk about them and work with them together. Discussions of social network analysis and social software (six degrees) are the center of an interesting direction …

Innovation. Speeding innovation. Getting innovations to the market"
http://jackvinson.com/archives/002225.html (from APQC)

- Netcentric Collaboration
  - **"The set of services that allows users to work together and jointly use selected capabilities on the network" (i.e., instant messaging, online meetings, conferences, whiteboards, application sharing etc.)**
  - **Ad Hoc Communities—full spectrum of functions, extensibility, persistence, full enterprise awareness**

- Community of Interest (COI)
  - **"A collaborative group of users who exchange information in pursuit of their shared goals, interests, missions or business processes (source: 9 May DoD NC Data Strategy)**
  - **"Cross Domain COI"- Data Governance**

Future Focus

"On April 3rd, 2003, Highlands Forum participants gathered at the National Defense University to explore the implications of social software for the Department of Defense. Issues of particular interest included:

- **Harnessing the Power of Group Knowledge and Shared Information**
- **Enabling People to Become the Intelligence Within a System**
- **Social Implications of Virtual Group Networks and Interactions**
- **Ways to Derive Intelligence From Groups Enabled by Social Software**
- **How to Access and Organize Information When Groups Rather Than Individuals Are the Fundamental Unit of Analysis**